

OXFORD WITNEY HOTEL

Witney

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Food and Beverage Team Leader
Department / Team	Food and Beverage

What is the main purpose of the role?

Participate in the preparation, set up and service of the food and bar service areas. Ensuring you provide a high level of efficiency whilst maintaining and improving the Group's standard and quality of service.

Key Responsibilities and Duties

- Read and understand the daily business sheet, checking with the duty manager for any additional details.
- Ensure the areas you are responsible for are adequately stocked and appropriately available to meet customers' needs and requirements.
- Ensure the areas of responsibility are kept presentable and tidy.
- Collect and sign for float and keys from Reception, entering cash float on the Float Record Sheet before putting into till.
- Ensure all monies are handled correctly and ensuring that all room/main accounts charges are signed for.
- Ensure that all equipment is correctly cleaned and turned off at the end of the shift ensuring that equipment is in working order.
- At the end of the day ensure that the area you have been responsible for is closed down and cleaned in accordance with the closing down procedure.
- Ensure that when the bar areas are not in use they are securely locked and keys are handed to Reception.
- Complete preparation sheets for delegation of tasks for forthcoming events ensuring that all tasks have been completed prior to event/function.
- Assist with the meeting and greeting of clients; including conference organisers.
- Review guest feedback and suggest ways negative feedback can be overturned.
- Delegation of duties to staff at appropriate times in a positive manner and monitor progress.

- Assist in the departmental induction for all new colleagues and all documentation recorded.
- Assist with the ongoing training of team members.
- Undertake operational management shifts as required ensuring all Hotel services are provided on time & to the required standard.

The Ideal Candidate

- The ideal candidate will be an excellent communicator and a hands on operator with exceptional attention to detail and the passion to go the extra mile for our customers.
- Previous experience ideally in a Food & Beverage environment and the proven ability to manage people in a similar role are desirable.